

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:4809
ANSWERED ON:20.12.2000
EFFICIENCY IMPROVEMENT IN WORK CULTURE
MALYALA RAJIAH

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) Whether the Government are conducting any programme on experimental basis with the active participation of the Confederation of Indian Industry (CII) to introduce total quality management concepts in the Government;

(b) if so, the details of such programme; and

(c) whether the Government propose to extend the programme to all Ministries/Departments in a phased manner to tone up the Efficiency and improve work culture?

Answer

MINISTER OF STATE OF DEPARTMENT OF PERSONNEL AND TRAINING AND DEPARTMENT OF PENSION AND PENSIONERS' WELFARE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. VASUN RAJE)

(a)&(b) : In the year 1996-97, a pilot project for training faculty members of selected Central and State Government Training Institutes in the methods of Total Quality Management was funded by the Department for International Development (DFID) of the Government of United Kingdom. Subsequently, a 3-year project to train 30 Officers/faculty members has been funded by the DFID for the period 1998-99 to 2000-2001. The Confederation of Indian Industry (CII) has been associated as a Consultant for this project. Under this 3-year project, 22 Officers/Faculty members have already undergone training and another 8 officers/Faculty members are being deputed for training during the final year of the project viz., 2000-2001.

(c) : Since the current project, which is to terminate during the year 2000-2001, is meant primarily for training institutions, there is no scope to extend this to Ministries/Departments. However, Ministries/Departments are free to take up quality initiatives to tone up the efficiency and improve work culture.